



**The Secretary for Health Services**

COMMONWEALTH OF KENTUCKY

275 EAST MAIN STREET

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(502) 564-7042

PAUL E. PATTON  
GOVERNOR

MARCIA R. MORGAN  
SECRETARY

March 12, 2003

Hospice Provider Letter #A-187

Dear Provider:

In order to assist you in better serving your constituency, the Department for Medicaid Services, through our fiscal agent, Unisys, has arranged a communication protocol that will allow for more expedient handling of hospice materials. The following information will aid you in that process:

1. Medicaid, through our fiscal agent, Unisys, shall receive and process the MAP-374, MAP-375, MAP-376, MAP-378 and MAP-403;
2. Medicaid, through our fiscal agent, Unisys, shall review these forms for completeness;
3. Incomplete forms shall be returned by Medicaid, through our fiscal agent, Unisys, by fax to the hospice provider within 24 hours, detailing the areas that were left incomplete by the hospice agency;
4. The MAP-374, MAP-375, MAP-376, MAP-378 and MAP-403 will be faxed back to the hospice, but only if there is a clear designation of a hospice contact person, a return fax number, and a direct telephone number. Medicaid, through our fiscal agent, Unisys, will not be required to search for or locate fax numbers or contact names for providers;
5. Any forms or other correspondence received by Medicaid, through our fiscal agent, Unisys, by fax that are not complete and do not include a clear designation of a hospice contact person, a return fax number, and a direct telephone number will be returned by mail to the hospice provider;

*"...promoting and safeguarding the health and wellness of all Kentuckians."*



EQUAL OPPORTUNITY EMPLOYER M/F/D

6. Complete forms shall be keyed into the MMIS system by Medicaid, through our fiscal agent, Unisys, and filed on that same business day;
7. Complete forms shall be maintained by Medicaid, through our fiscal agent, Unisys, in a hospice pending file and shall be checked for eligibility every 5 working days in MMIS system by the Unisys Corporation;
8. Recipient information is keyed into the MMIS system by Medicaid, through our fiscal agent, Unisys, at the time the recipient appears on Medicaid eligibility file;
9. Forms shall be returned to the provider after a period of two (2) months, if the recipient has not appeared in the Medicaid eligibility file.
10. The reason for returning the forms shall be detailed in writing by Medicaid, through our fiscal agent, Unisys, showing the recipient's name and SSN and the reason for returning the form;
11. The telephone number to be used by the hospice agency when communicating with Medicaid, through our fiscal agent, Unisys, is (800) 805-6465;
12. Medicaid, through our fiscal agent, Unisys', contact persons will be Ms. Connie Bass and Ms. Bonnie Hedges;
13. The fax number for use by the hospice agency will be (502) 226-1857. Please address your fax to either of the two contact persons. If you wish to receive communications by fax, in return, the sender's name, fax number, and direct telephone number must be conspicuously noted on the fax coversheet;
14. Medicaid's, through Our fiscal agent, Unisys', hours of operation will be 8:00 a.m. – 6:00 p.m., Monday through Friday.

Please contact Gina Oney, Home and Community Based Services Branch Manager, at (502) 564-5560, if you have questions.

Sincerely,



Marcia R. Morgan  
Secretary

MRM/mc/tb

c: Ben Sweger  
Vera Frazer  
Gina Oney  
Michael Cornwall  
Lula Ray  
John Hoffman  
Ellen Charlebois  
Amey C. Hugg  
Connie Bass  
Tami Braden  
file